

MLTI 2016 Refresh FAQ

What is meant by the “2013 cohort” of MLTI?

These are the student and teacher seats within any school that were opted in for in 2013.

Is the State requiring all Apple MLTI schools to participate in this 2016 MLTI refresh opportunity?

No, only Grade 7 & 8 Apple MLTI schools are required to participate in the 2016 MLTI Refresh.

Are all Grade 7 & 8 MLTI implementations being refreshed?

No. Only Apple MLTI Primary and Apple MLTI Alternate implementations will be refreshed.

Can you tell me if it will be possible to include our 6th grade in the refresh of devices? We did not opt in at the 6th grade level until the 2014-15 year but would like to participate if at all possible so as to have all three grades on the same devices.

Only grades that opted into MLTI in 2013 are eligible to refresh this year. Grades that opted in in 2014 or 2015 are not eligible because the lease on those devices between Apple and the State is not being terminated at this time.

Does a school need to refresh into the same Apple MLTI solution?

No. A school can choose to move into a different Apple MLTI solution. This means they may select either Apple MLTI Primary or Alternate regardless of current solution,

In 2016 can an HP MLTI school choose to refresh into one of the Apple MLTI offerings?

No. The HP contract will remain in place through 2017.

What should we begin doing immediately to prepare for the refresh?

As soon as you know that your school will be part of the refresh, begin reviewing your Asset Manager and your devices. This allows you to identify missing or damaged devices well in advance of the device return date.

What do we need to return as part of the refresh?

Schools must return devices (iPads; iPad minis; MacBook Airs) and chargers (iPad - sync cable and AC charger; MacBook Air - AC charger and duckhead or cable) that were provided to the grades that opted into MLTI in 2013. This includes devices that were sent with the original order in the summer of 2013, as well as (a) devices that were provided as replacements for those devices (buffers or paid replacements); and (b) additional devices provided through the Enrollment Pool to students and staff in the grades that opted into MLTI in 2013.

What staff devices have to be returned in the grade 7 and 8 refresh? What about administrators and central office personnel?

Any staff devices that were ordered as Grade 7 and 8 devices must be returned as part of the refresh.

Can you send us a list of all the devices from our school that the state would be expecting us to return if we decide to opt-in with the early refresh? The information in the asset manager doesn't seem to indicate which lease the different devices are from, and which grades they are assigned to.

Once you have notified us of which grades you plan to refresh, we'll send you the total number of devices you need to return, and the serial numbers of all devices that are eligible for refresh. The list of eligible devices will include all devices provided for the grades that opted in in 2013. If you are not refreshing all of your 2013 opt-ins, you won't be turning in all of the 2013 opt-in devices, but knowing which serial numbers are eligible for return will help you distinguish 2013 opt-ins versus 2014 or 2015 opt-ins.

What equipment do we keep?

Schools may keep the Apple TVs, the laptop and iPad cases, dongles etc. Networks are not impacted by the refresh and network equipment will remain in place so schools can complete the 4th year of their network agreement.

When will the device collection happen for the refresh?

Devices should be made ready 2 weeks after school closes for the summer. Estimated time for return/pick-up is mid-July 2016.

Will the new devices come before we have to ship back the old devices? We have a lot of planned summer work (e.g., curriculum development, workshops, retreats) for which affected staff members need their devices.

We understand the concern about being without devices for a period of time. We're exploring with Apple and the remarketer the best way to minimize disruption during the transition from old to new devices,

What if a school returns devices that are not in good working condition? Should we have them serviced before return?

If a returned device is deemed "non-working" the school will be billed by Apple Financial Services on behalf of the Department of Education. Primary seats will be billed at \$237 per device and Alternate seats will be billed at \$313 per device. Since this cost is less than what it would cost to repair a damaged device, schools who opt in to this refresh should not dispatch or pay to service devices they intend to return that are "non-working" due to damage not covered under warranty.

What is meant by "good working order?" Our devices have wear and tear, dents and scratches. How do we know whether they are considered to be in "good working order" or whether we will be billed?

We are working with Apple and the remarketer to provide a clearer definition of "good working order." Ordinary wear and tear does not result in a bill to the school, but some damage that's viewed by users as cosmetic may, in fact, have an impact on the functionality and value of the device.

Why can we not leverage the buy-out on the Apple MLTI devices being refreshed?

The residual value of current MLTI devices will be used to satisfy the State's remaining MLTI lease obligations.

If we decide not to refresh K-6 or 9-12 grades that opted in in 2013, will we have an opportunity to buyout those devices in 2017?

Yes. You have the option to refresh or not refresh for grades K-6 and 9-12 (but only for the grades that opted in in 2013.) If you choose not to refresh them this year, you will have the option to buy them out at the end of the 2016-17 school year. The price will be: iPad - \$28; MBA - \$48; iPad Mini - \$15; HP laptop - \$18

What is the cost of the wireless network for next year?

2013 cohort schools will continue to pay the same network cost that they have been billed for during the first 3 years of the program. That amount was listed on the sheet that accompanied your 3rd quarter MLTI bill.